



Colorado Symphony Association (CSA) CSA Employee Ticket Policy & Process

Purpose

This policy establishes clear guidelines for the allocation and use of complimentary concert tickets provided to employees of the Colorado Symphony Association (CSA). The intent is to support and encourage employees while ensuring consistent, transparent, and equitable access to tickets throughout the concert season.

1. Ticket Allocation

1.1 Complimentary Ticket Allotment (Personal Use Only)

Each employee is eligible to receive two (2) complimentary tickets per title for **personal use**, including attendance by the employee, family members, friends, and colleagues. These tickets are intended exclusively for personal enjoyment and community engagement.

The complimentary ticket benefit applies **only to concerts held at Boettcher Concert Hall**. Certain concerts may be excluded from the complimentary ticket program due to capacity limitations, contractual restrictions, or special event designations. **Exclusions will be made in advance.**

Complimentary tickets may not be resold under any circumstances.

1.2 Additional Ticket Allotment

Once an employee has utilized the two designated complimentary tickets, an employee can elect to purchase up to four (4) additional tickets at \$5.00 (+ fees and taxes) per ticket per title.

2. Ticket Usage

2.2 Ordering Tickets

Employees may request tickets through **Patron Services**. Each employee will need to complete an order form which is located on SharePoint or at the URL below. Requests will be honored on a first-come, first-served basis and are subject to availability, especially for high-demand concerts.

Employee Ticket Request Form: <https://coloradosymphony.org/employee-ticket-requests/>

2.3 Transfers and Guest Use

Employees may allocate their complimentary and/or additional tickets to family members, friends, business colleagues, or other guests.